

Card Room Connection

Volume 1, Issue 1

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Washington State Gambling Commission

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First Edition News

Congratulations on receiving the inaugural edition of the Card Room Industry newsletter.

This newsletter has been created to meet the specific needs of Washington State card room owners, management, and their employees, as well as those interested in card room issues. We anticipate that the newsletter will be published twice per year and sent to all card room locations, as well as card room employees, but that may depend upon your comments and perceived needs for more frequent communications.

Gambling service suppliers or other interested parties, such as local law enforcement may also receive the newsletter by requesting to be placed on our supplemental mailing list.

With the launching of this newsletter, we will provide information through three different vehicles: the standard agency newsletter (Focus on Gambling), this Card Room Industry (CRI) newsletter, and our agency Internet site. We will also be available to provide guest articles for other organizations requesting them, such as the Recreational Gaming Association. The CRI newsletter will include primarily issues related to card room topics;

however, we may include some items from Focus on Gambling if they may be of interest to card room employees.

Card room employees will only receive the CRI newsletter. They may also request to be placed on the supplemental list for the Focus on Gambling general newsletter. Card room operators will continue to receive the Focus on Gambling newsletter in addition to the CRI newsletter. Operators are encouraged to make Focus on Gambling available to their staff.

Please drop us a line or call us if you have information you would like to see included in this newsletter. We can be reached as follows:

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Welcome New Commissioner, Alan Parker

Governor Locke has appointed Alan Parker as our newest Commissioner. Commissioner Parker's term of office will be May 15, 2000 through June 30, 2003.

Currently, Alan Parker is a member of the faculty of The Evergreen State College, where he serves as the Director of the Northwest Indian Applied Research Institute. His professional background spans many years of management experience representing The American Indian National Bank, Committee on Indian Affairs, National Indian Policy Center, the National Tribal Development Center and the Native Power Corporation.

Mr. Parker is a 1972 graduate of the UCLA School of Law and

he is a member of the Washington D.C. Bar Association. He graduated from St. Thomas Seminary in 1964 with a BA in Philosophy, and graduated from Officers' Candidate School while serving in the U.S. Army.

Alan Parker is married and the father of three children. He is an enrolled member of the Chippewa Cree Tribe of the Rocky Boy's Indian Reservation.

Please welcome Commissioner Parker to our agency.

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Card Room Rules Passed

The Commissioners passed the largest rules package in the history of the Commission in April when they approved the card room rules for what has become known as the Card Room Enhancement Program (CREP). These enhanced card rooms have been operating under a pilot program using signed contracts for regulation until now. With the passage of these rules, operation of the card rooms will be regulated by specific WAC rules that become effective May 15.

Card rooms charging a fee to play will now have three designations: Class E, Class F, or House-Banked (HB).

- ? **Class E** card rooms are allowed ONLY to collect a fee based on a period of time that the card player is in the card game;
- ? **Class F** card rooms may collect fees based on three methods: time, for each hand played, or based on the

amounts wagered during a hand (rake);

- ? **House-Banked (HB)** card rooms may collect a fee based on the methods listed above AS WELL AS conduct games where the players are competing against the house when they place a wager, as in the game of blackjack.

The new rules have been placed at the end of this newsletter for all card room operators. Card room employees or anyone else wishing to see these rules may view them at their place of work, or may obtain their own copy by downloading them from the agency web site (www.wsgc.wa.gov/cardroom.htm) or calling (800) 345-2529, extension 300. Field agents will also have a limited supply of extra rules packages.

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Mission Statement

The Gambling Commission regulates and controls gambling activities within the state of Washington and, in partnership with other law enforcement agencies, restrains criminal activities associated with unlawful gambling.

Criminal Activity In Card Rooms

Executive Director Ben Bishop sent a letter to all card room operators and employees on March 8, 2000. It bears repeating in this newsletter as a reminder of the consequences of allowing illegal activity to occur in your card room.

During routine visits to card rooms, our special agents have observed suspected illegal gambling activities, such as bookmaking. We have also received information that some owners and/or employees may have participated in such activities. We presently have ongoing investigations involving individuals who frequent licensed premises and appear to use them as a base of operations.

I want to remind you of your responsibility as a licensee to immediately report and stop such activities. At the same time, I want to solicit your help. If you observe or suspect illegal activities occurring at your premises or any other location, please contact the nearest Commission field office without delay and we will investigate the matter.

I also want to reiterate that the Gambling Commission has a zero tolerance policy regarding illegal activities, especially at licensed premises. Our special agents will continue to have an active presence at card rooms in order to monitor compliance with agency rules and regulations. These visits will not always be announced. We will aggressively pursue any suspected cases of bookmaking or other illegal activities and will work closely with local law enforcement agencies to eradicate such

activities. If you or your employees are involved in the illegal activities or allow them to continue at your business, we will have no choice but to take appropriate actions, which may result in the loss of your licenses and/or being prosecuted for unlawful actions.

Thank you for your past cooperation. I look forward to working with you to assure that all gambling activities are conducted in a lawful manner. Together we can provide an operating environment that fosters the highest possible level of integrity for authorized gambling activities and discourages illegal activities. ?



Washington Blackjack is “Grandfathered”

At the April meeting, the Commissioners heard from operators in the state who are still conducting a game known as Washington Blackjack. There had been a recommendation to repeal this game along with the passage of the rest of the card room package and these operators opposed the repeal.

Washington Blackjack is a version where the players rotate being the “bank” instead of the house operating the bank. Several licensees lost their gambling licenses last year because the games were not being operated in the proper manner, and the request from staff was to discontinue the games with the change in state law that authorized standard blackjack to be conducted.

The operators were able to persuade the Commissioners to allow them to continue to offer the game, which had been properly conducted in their businesses. However, this allowance is only to those operators. Washington Blackjack may continue only as long as the operators remain in business at their present location. **Washington Blackjack may not be offered in any card rooms other than the three businesses listed below.**

The card rooms allowed to operate Washington Blackjack are: Dragon Pearl/Burien, Cliff’s Tavern/Shoreline, and Tower Lanes/Tacoma.

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Card Room Employee Transfer Process

Are you a card room employee who would like to work for more than one card room? Are you thinking about leaving your present place of employment to work elsewhere?

Are you a card room owner who would like clarification about your responsibilities when you hire or fire card room employees?

Licensing Services has provided a quick reference guide for you regarding the fees and processes you must follow:

Card Room Owners

You are required to notify the Commission in writing **within ten (10) days** of the hiring or termination date for a card room employee who works within your establishment. The notification must include the full name, sex, and birth date of the employee. (WAC 230-04-142)

Card Room Employees (CRE)

If a CRE wishes to change employers or to work for more than one employer during the licensed year, s/he will be required to pay an additional fee of \$55 in addition to the fee they paid for the initial application or renewal. The fee is required for every new employer that is being added, as well as for every job change that might take place during the license year. Your new employer must also sign your transfer application. Here are some of the most common scenarios you might encounter:

- ? You are an in-state resident applying for a new license. You also know that you will be working for three different card rooms at the time you submit your application. You will submit the following fees:

Initial application fee	\$224
Two additional employers	<u>\$110</u> (\$55 x 2)
Total	\$334

- ? You have already received your initial license and 10 months later want to add one additional employer. You are required to pay \$55 to add the new employer for the duration of your current license. When you renew your license in two months you will pay the following fees:

Renewal fee	\$139
One additional employer	<u>\$ 55</u>
Total	\$194

(NOTE: The fee you pay to add an employer is only effective as long as the current license is valid. When you renew that license, you must pay the add-on fee again. If your license is scheduled for renewal within a short time of the first day of employment at an additional card room, you may want to consider asking for a later beginning date from the new

employer to save the extra \$55 expense required to cover both licensing periods.)

- ? After 6 months, you leave the employer who was listed on your application or renewal form and will now be working for a new employer. You are required to submit the \$55 fee in order to work for the new employer for the remainder of your license year. Upon renewal, you will simply pay the \$139 renewal fee, listing this new employer instead of the previous employer.
- ? Continuing on with the above scenario, your previous employer makes an offer you cannot refuse to come back before the end of your license year. You do not have to pay a fee to return to the previous employer since all the information from that employer is already on file for that license year. There is no fee involved in this situation. However, the card room owner needs to remember to make the notification within ten days that you have been rehired. If you leave the second card room completely in order to return to the first employer, the owner of the second card room also needs to remember to notify the Commission within ten days that you have been terminated.

As you can see from the scenarios, all transactions are based upon the license year. Consider carefully whether you wish to make changes before the end of your license year that might cost you an additional fee.

Here are some other things you need to be aware of regarding transferring a license:

- ? If your application was withdrawn or administratively closed, or you let your license lapse, you do not have a license to transfer and therefore, would not be eligible to pay the \$55 fee for any transfer. You would have to submit a new application, which your employer would have to sign.
- ? In some cases, criminal history issues may also prevent you from working for subsequent employers.

If you have further questions about this topic, contact Dawn Warren, Individual Licenses/Licensing Services at (800) 345-2529, extension 341.

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Meet the Commission Staff

The launching of the new Card Room Industry newsletter is a good opportunity to introduce everyone to the Card Room Coordinator, Keith Wittmers.

Keith graduated from Central Washington University with a degree in accounting. Prior to working for the Gambling Commission, he was the assistant controller for "High 5 Sportswear" for one and a half years.

Keith came to the Gambling Commission in 1993 and has worked out of the Southwest Regional Office in Tacoma as a field agent. He completed the Basic Law Enforcement Academy in March 1994. In 1997, Keith was appointed to the position of Card Room Coordinator and has been involved with the enhanced card room operations since the beginning.

Keith has identified the following challenges ahead for the card rooms:

- ? Gaining consistency among all facilities
- ? Protecting operators and players from cheating/fraud
- ? Licensee using proper chain of command to implement operational and/or procedural changes (i.e. internal control changes – forms, operations, addendum, promos, etc.)
- ? Licensing of employees because of constant turnover in the facilities

Keith's outside interests are playing golf and softball. He is also very active in coaching high school football.

Keith may be contacted at the Tacoma office, (253) 471-5312, extension 231.

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ATM Machine Policy

With the introduction of house-banked card rooms, or "mini casinos" as they are commonly known, we have received many inquiries with regard to the use of Automated Teller Machines (ATM's) in locations licensed for gambling. In the past, Commission staff has placed restrictions on the use of ATM's based on the belief that not doing so would be allowing licensees to grant credit for participation in a gambling activity.

WAC rules do not allow licensees to grant players credit. Credit has generally been accepted as any situation where a person is allowed to engage in the gambling activity before full payment has been made. It includes an operator or employee loaning a person money to play, giving chips to a player without first obtaining payment, allowing NSF checks to be written and/or holding checks beyond the two day deposit requirement.

At the request of licensees, and after discussions with staff, we reevaluated our position. In cases where a cash advance is granted by the financial institution which issued the debit or credit card, the credit would be provided by the financial institution and not by the operator for the purpose of gambling. Outlined below is a description of the staff's position regarding the use of ATM's.

- ? You may place ATM machines on your premises from

which patrons may obtain cash advances.

- ? There are no restrictions on where you place the ATM. In the case of card rooms, this includes the cashier's cage which had been previously restricted.
- ? ATM usage must be made available to all patrons of the licensee and not limited to only gambling patrons.
- ? ATM's may accept both debit and credit cards.
- ? ATM's are required to issue either cash or a voucher which must be redeemable for cash.
- ? You may not accept credit cards for the direct purchase of pull-tabs, chips, bingo cards or other activities restricted by commission rules, which the exception of raffle tickets.
- ? WAC 230-12-050 requires all purchases to be made by cash or check. Patrons utilizing a credit card must obtain cash using the ATM, which then may be used to participate in the gambling activity.

If you have any questions please contact your local agent.

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Game Starters Again Considered to be Card Room Employees

Does your card room utilize people to begin or keep card games going in the card room? Are these people expected to maintain a particular schedule? Are they expected to play with their own funds or are the chips supplied or wagers otherwise reimbursed by the business?

The answers to these questions will determine whether the person is considered a “game starter” and therefore, required to obtain a card room employee license in order to work.

The following requirements are to be followed by any licensee utilizing a game starter:

- ? Any person compensated in any manner to facilitate the start of card games must have a card room employee license. This includes receiving compensation to play in card games, having card room fees reimbursed, or playing for free. Therefore, just because you don’t “pay” the person a wage or salary, they may still be a game starter and must be licensed.
- ? Card room operators shall not share in the winnings of any card players acting as a game starter per WAC rules.
- ? Reimbursement of card room fees must follow an established system, which allows for the reimbursement of fees collected by time or per hand. Reimbursement for fees collected by a rake is not permitted.
- ? Card room operators shall maintain records of compensation paid to persons employed to facilitate the

starting of card games.

- ? Card room operators shall use Commission provided record keeping formats to record the collection of card room fees to be reimbursed to card room employees.
- ? Card room fees collected from card room employees with the intention of being reimbursed shall be maintained as part of the card room bank.
- ? All card room employees on duty shall wear nametags. A card room employee who receives any compensation, including the reimbursement of card room fees, is considered to be on duty.

The category of game starter was originally included in the definition of card room employee (WAC 230-02-415), but was dropped from the definition for a period of time. At the April Commission meeting, the definition was expanded to include any individuals involved in “facilitating any part of the operation of a card game.”

If you are employing anyone who fits this definition, be sure that they have obtained the proper license, or the card room will be charged with a violation. In addition, the unlicensed person working as a game starter may have their license approval delayed or denied because they were engaging in an activity without the proper licensing.

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Problem Gambling Video

In 1999, representatives from every sector of the gambling industry in Washington State, including tribal casinos, enhanced card rooms, charitable gaming, the Horse Racing, State Lottery and Gambling Commissions joined with the Washington State Council on Problem Gambling to form the Industry Working Group on Problem Gambling.

The Working Group has created a positive environment within which the issues of problem gambling are discussed. Of particular concern has been how problem gambling impacts those who work within the gambling industry.

In this spirit of cooperation and industry education, the Group has recommended that all gambling businesses develop a policy of how they will address problem gambling on their premises. They have also produced a video to assist in employee awareness. The video has been sent to various gambling licensees based on their size and type of gambling activity. Accompanying the video are suggestions for house policies, including forms for self-banning if the business chooses to institute such policies. If your organization would like a copy of the video, contact the Washington State Council on Problem Gambling at

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(800) 547-6133.

The Working Group recommends that a manager be present when showing the video to employees so questions may be answered regarding business practices followed in that business, since not every licensee will choose the same policies. The Washington State Council on Problem Gambling is also available to assist in employee awareness training by providing workshops. They can be contacted at the number listed above.

One of the first employee awareness training opportunities took place at Jimmy G's Casino in Tacoma. On April 17, approximately thirty gambling managers representing mini- and tribal casinos, as well as nonprofit organizations attended a three hour presentation hosted by the casino at no cost to the attendees. Congratulations and thank you to the management of Jimmy G's for providing this experience to the licensee community.

Instrumental to the making of the video were the organizations who contributed specifically towards this project. The Muckleshoot Indian Tribe was the initial sponsor. They made the first contribution of \$20,000. This grant enabled production to begin. Other financial contributors were:

The Recreational Gaming Association
The Skagit Valley Casino Resort
(Upper Skagit Tribe)
The Washington Charitable and Civic Gaming

Association

Seven Cedars Casino

(Jamestown S'Klallam Tribe)

P.J. Pockets Casino

Swinomish Casino and Bingo

(Swinomish Tribe)

Paradise, Inc.

Columbia Basin Domestic Violence Services

Squaxin Island Gaming Enterprise, Little Creek

Casino (Squaxin Island Tribe)

Emerald Downs

Red Wind Casino (Nisqually Tribe)

The Squaxin Island Tribe/Gaming Commission

Lucky Eagle Casino

(Chehalis Confederated Tribes)

Silver Buckle Rodeo Club

Seattle Junior Hockey Association

East Bowl Limited/Players and Spectators

Long Beach Grange Number 667

Fraternal Order of Eagles – Aerie 2797,

Colville

Memorial Post 91 Bingo Fund

Fraternal Order of Eagles, Port Orchard

Auxiliary, #2338, Ladies Auxiliary.

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Seizure Cases

In addition to administrative cases, the Commission also has "seizure/forfeiture" cases.

RCW 9.46.231 authorizes commission agents or other law enforcement officers to seize items used to promote or facilitate professional gambling, or items purchased with proceeds (money) from professional gambling activities. For example, cash, vehicles, or gambling devices may be seized from persons or businesses that are involved in illegal activities such as bookmaking, operating slot machines, or cheating at cards.

Agents may seize property from people or businesses whether

they are licensed by the Commission or not. If a gambling device is seized from a licensee, then not only is the device subject to forfeiture, but the gambling license may be revoked or suspended.

Forfeiture to the Commission will happen if:

- ? The person from whom the item was seized fails to claim the property; or
- ? A claim is made but the claimant loses his case at a hearing before the Administrative Law Judge or the Commission.

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Seizure Update



Seizure Notice Issued to:	Items Seized	Basis for Seizure	Disposition
Gerald Knudson, Tukwila; Shoring Plus, Tukwila; Noel Robert Parshall (Green River Construction), Kent; Alison Knudson, Tukwila; Denny Mellot, Tukwila; Valley Asphalt Paving, SeaTac; Dennis Knudson, Tukwila; Bob Parshall, Tukwila; Sophia Legg, Bellevue; Evergreen Excavation, Tacoma; Noel Robert Parshall, Auburn; Gerald Knudson (Green River Construction), Tukwila.	\$23,244 currency, \$468 currency, Brother Tellifax 940M fax machine, and 7 original sports boards.	Items being used in the operation of illegal sports betting (sports board).	Agreed order: Gerald Knudson surrendered the seized items to the Gambling Commission. All others: Order of Automatic Forfeiture based on their names identified on sports board.
Dirk & Sherri Bennyhoff, Snohomish	\$140, check number 7906.	Monies were being used in the operation of illegal sports betting.	Order of Automatic Forfeiture



WASHINGTON STATE GAMBLING COMMISSION ADMINISTRATIVE ACTIONS



Licensee	Violation	Case Outcome
Ruby's Casino (Aztec Development) Kent	Misuse of Player-Supported Jackpot funds	A Notice of Intent to Remove the Participant from the Card Room Enhancement Program was issued by the Director. A fact-finding hearing was held to determine whether the current owners were involved in the casino at the time of the violation. The Administrative Law Judge found that they were not, and the Commission chose not to remove the participants from the pilot program. However, the participants were ordered to pay \$5,357.50 in investigative and administrative costs. The Commission also ordered the six month Phase II period to be re-started from the date of their order.

WASHINGTON STATE GAMBLING COMMISSION ADMINISTRATIVE ACTIONS CONTINUED

Licensee	Violation	Case Outcome
Club Silverstone, Tacoma	Participation in illegal Blackjack Operations (Washington Blackjack)	An Order of Summary Suspension of Licenses was issued by the Director. The licensee requested a hearing regarding the revocation of their gambling licenses. At the hearing, the Administrative Law Judge found that the licensee had violated the Gambling Commission's rules and State laws. The licensee appealed to the Commission, who upheld the Administrative Law Judge's ruling. No further appeals were filed. Club Silverstone's licenses to operate gambling activities have been revoked.
Spot Tavern, Mountlake Terrace	Participation in illegal Blackjack Operations (Washington Blackjack)	An Order of Summary Suspension of Licenses was issued by the Director. The licensee requested a hearing regarding the revocation of their gambling licenses. At the hearing, the Administrative Law Judge found that the licensee had violated the Gambling Commission's rules and State laws. The licensee appealed to the Commission who upheld the Administrative Law Judge's ruling. No further appeals were filed. Spot Tavern's licenses to operate gambling activities have been revoked.
Brother Don's Bremerton	Operating with an Expired License	Settlement in Lieu of Charges. The licensee agreed to pay \$3,655 in fines and investigative/administrative costs.

Commission Rules

The following rules were passed at the April meeting and will become effective May 15, 2000.

Licensing Reporting requirements

WAC 230-12-310

Licensees to report to the commission all civil, criminal, and select administrative actions filed against them.

This rule was amended to clarify and streamline which

criminal and civil actions must be reported to the commission. Furthermore, language was added so that licensees are required to report administrative actions related to gambling and ownership issues to the commission. This includes actions filed by other gambling regulatory agencies and Indian tribes. In the past, it was not clear if "civil actions" included administrative actions.

At the March meeting, it was determined that licensees should report all criminal actions filed against them within 14 days. After the criminal case is completed, the final disposition of

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the case must be attached with their next Quarterly Activity Report. If a licensee does not submit Quarterly Activity Reports, they must send the report to the Commission within 30 days after the final disposition. This allows the agency to more timely receive and process this important information.

Card Room Rules

The 1996 Legislature authorized card rooms to offer an increased number of tables, changed fee collection procedures and allowed player supported jackpot schemes. In August 1996 a pilot study was implemented by the Commission to research and examine changes from this legislation. Furthermore, the 1997 Legislature permitted card rooms to offer player funded and house-banked card games. The pilot study was amended to include these additional activities. The pilot study has allowed staff to evaluate the level of regulation and the cost to our agency to regulate these activities prior to developing rules.

The 68 rules associated with this change to state law is the largest rule package in the history of the Gambling Commission. It is the result of much hard work by staff and licensees.

These rules are available on our agency website at www.wsgc.wa.gov or by contacting the agency receptionist in Lacey. The codified versions will be mailed to all card rooms and card room employees in May with the first edition of the Card Room Industry newsletter.

One important change to the proposed package was the inclusion of game starters back into the definition of a card room employee. This category of employee had been inadvertently excluded from the definition, but is now returned. Anyone working as a game starter must be licensed by the Commission. This change will affect all licensees, not just those involved in the enhancement program.

Rule up for Final Action in May

Card Room Tournament Rule

WAC 230-40-055

Card tournaments for fee and prizes – Reporting requirements.

This rule was discussed at the March meeting as a companion rule to the card room rules package that was adopted at the April meeting. The amendment allows Class F and house-banked card room licensees to conduct a card tournament without obtaining a separate card tournament license.

Rules up for Discussion in May

Sales and Purchases of Gambling Equipment

WAC 230-02-412

Gambling equipment defined.

This rules package is being proposed because there wasn't a rule requiring that licensees, such as distributors, only sell card room equipment to those licensees who can legally possess it, such as card rooms. This rules package will remedy that. This new rule clearly defines gambling equipment and puts all such equipment in one rule, instead of several.

New Section WAC 230-12-335

Control of gambling equipment – Sales and purchases by and to licensees only – Exceptions.

This new rule clarifies that the sales and purchases of gambling equipment shall be made by and to licensees only. Furthermore, this rule sets forth that it is the responsibility of each licensee to ensure that they are selling to or purchasing gambling equipment from a person that holds a valid gambling license. The exceptions to this requirement were moved from WAC 230-30-212 (below) and WAC 230-30-213 (below) and placed in this rule so that all requirements, including exceptions, are addressed in one rule.

WAC 230-04-124

Licensing of manufacturer, distributor, gambling service supplier, and linked bingo prize provider representatives – Exceptions.

Language was added to clarify which employees of a manufacturer, distributor, gambling service supplier, and linked bingo prize provider need to obtain a representative license.

Housekeeping changes are proposed for the following rules:

WAC 230-04-110

Licensing of manufacturers.

WAC 230-04-115

Licensing of manufacturers – Exceptions – Special sales permits.

WAC 230-04-120

Licensing of distributors.

(Continued on page 11)

(Continued from page 10)

WAC 230-04-203

Fees – Commercial stimulant and other business organizations.

The following rules are proposed to be repealed:

WAC 230-30-212

Punchboards, pull-tabs and related equipment may be sold with sale of business.

WAC 230-30-213

Sale of punchboards, pull-tab dispensing devices when license revoked, expired or voluntarily surrendered.

Sales on Licensed Premises Only**WAC 230-12-073**

Sales on licensed premises only – Exceptions.

A charitable organization will be leasing part of its bingo premises to a commercial card room, which plans to operate house-banked card games. The charitable organization would like to be able to sell pull-tabs to the card room patrons. The charitable organization's gambling activities will be physically separate from the card room activities. This new rule sets forth the criteria for charitable and nonprofit organizations to sell punchboard/pull-tabs to patrons of a card room adjoining their premises.

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New Rules Attachment

The new card room rules are only attached to the back of card room industry newsletters mailed to card room operators.

Card room employees wishing to see these rules should review the copy the licensee is required to make available on the licensed premises, or may obtain their own copy by

downloading it from the agency web site (www.wsgc.wa.gov/cardroom.htm) or contacting the agency receptionist at (800) 345-2529, extension 300.

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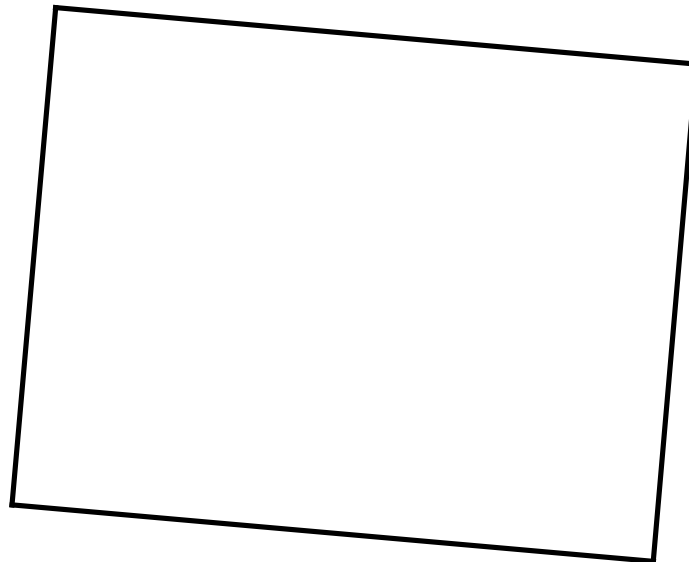
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Lacey, Washington 98503

Phone: (360) 438-7654
Toll Free in Washington:
1-800-345-2529
TDD: (360) 438-7636

We're on the Web!
www.wsgc.wa.gov



Operational Questions/Regional Offices

Lynnwood	(425) 776-6751	Tacoma	(253) 471-5312	Spokane	(509) 456-3167
Bellingham	(360) 738-6203	Yakima	(509) 575-2820	Wenatchee	(509) 662-0435

Headquarters Lacey (800) 345-2529 or (360) 438-7654

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* Call the closest regional office listed above

Washington State Council on Problem Gambling
(800) 547-6133